



ITIL 4 Managing Professional: Drive Stakeholder Value (DSV) Course

Overview

The **ITIL 4 Managing Professional (MP): Drive Stakeholder Value (DSV)** certification is designed for IT professionals who focus on **enhancing stakeholder engagement, improving customer journeys, and managing service relationships effectively**. This module enables candidates to build strong partnerships, improve user experience, and optimize demand and expectations for value-driven service delivery.

This course provides **practical guidance on service design, customer interaction, co-creation of value, and service offerings**. It is a key module in the **ITIL 4 Managing Professional certification path**, equipping learners with the skills to improve stakeholder communication and ensure seamless service consumption.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning** – Flexible learning at your own pace.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: Understanding Stakeholder Needs & Customer Journeys

- Identifying different stakeholder types & expectations.
- The **importance of experience, outcomes, costs, and risks**.
- Mapping and analyzing **customer journeys**.

Module 2: Fostering Stakeholder Relationships

- The **principles of stakeholder relationship management**.
- Building **trust and collaboration**.
- Managing **communication and expectations** effectively.

Module 3: Shaping Demand & Defining Service Offerings

- Understanding **service value propositions**.
- Managing customer demand and aligning service offerings.

- Co-creating value through **service relationships**.

Module 4: Aligning & Validating Service Value Propositions

- Establishing clear and effective **value streams**.
- Service validation and service experience management.
- Understanding pricing and contract models.

Module 5: Managing Customer & User Experience

- Enhancing user engagement through **design thinking**.
- Monitoring and evaluating **service interactions**.
- Driving **continuous improvement and innovation**.

Module 6: ITIL 4 Managing Professional Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.
 - Exam-taking strategies & study techniques.
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Learning Outcomes

After completing this course, candidates will:

- Understand how to **build stakeholder relationships and improve customer experience**.
 - Learn **techniques to manage demand and define service offerings**.
 - Gain skills in **value co-creation, service validation, and experience monitoring**.
 - Be **fully prepared** for the **ITIL 4 Managing Professional DSV Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals responsible for **service relationship management and customer experience**.
 - IT managers, business relationship managers, and **service delivery managers**.
 - ITIL 4 Foundation certified professionals aiming to progress to **Managing Professional**.
 - Individuals involved in **stakeholder engagement, communication, and value co-creation**.
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Prerequisites

To take the **ITIL 4 DSV exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
- Basic knowledge of **service management and stakeholder engagement**.

Exam & Certification

ITIL 4 DSV Exam Details:

- **Exam Provider:** PeopleCert (Web-Proctored Exam)
- **Format:** Multiple Choice
- **Duration:** 90 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **four modules** required for the **ITIL 4 Managing Professional (MP) designation**.
- Enhances career opportunities in **customer experience, relationship management, and ITSM strategy**.
- Recognized globally for **stakeholder engagement and service value creation**.


Frequently Asked Questions (FAQs)

- 1. How do I schedule my ITIL 4 DSV exam?** After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.
- 2. Do I need prior ITIL knowledge?** Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.
- 3. What study materials are included?** You will receive:
 - **Digital eBook**
 - **Official ITIL 4 Sample Paper**
- 4. Do you offer corporate training?** Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** www.learnings24x7.com

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 **Email:** hello@learnings24x7.com

Advance Your ITSM Career with ITIL 4 Managing Professional DSV Certification!